FOIAonline Monthly Status Report and Performance Statistics

July, 2017

Report Date: August 15, 2016
Contractor: Cherokee Services Group (CSG)

EPA Task Order: EPG12H00370
EPA Project Officer: Katrail Moore
**FOIAonline Senior Policy Advisor:** Tim Crawford

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Performance Metrics

Performance Area	August	September	October	November	December	January	February	March	April	May	June	July
Number of Calls Received	595	504	470	448	369	422	449	563	387	426	438	461
Number of Emails Received	189	166	155	185	128	122	172	199	162	194	169	172
Number of Incidents	700	639	587	610	497	571	621	724	516	587	581	582
Number of Incidents Escalated	34	32	13	44	18	22	42	36	29	40	42	46
Number of calls abandoned	0	0	0	0	0	2	2	1	0	4	3	5
Abandon Rate	0%	0%	0%	0%	0%	0.43%	0.41%	0.17%	0%	0.90%	0.68%	0.79%
Percentage of calls answered <60 second (Target 85%)	95.79%	97.81%	98.73%	99.78%	98.91%	99.53%	99.59%	98.93%	98.99%	98.63%	96.83%	91.32%
Average time to answer	00:10	00:08	00:07	00:06	00:07	00:11	00:18	00:07	00:07	00:20	00:18	00:26

Issue Types

Issue Categories	August	September	October	November	December	January	February	March	April	May	June	July
Access	313	248	273	216	227	268	304	306	200	246	266	269
Account Maintenance	12	7	5	8	8	7	6	16	4	16	18	9
Application Issues	209	248	185	201	153	164	211	240	203	201	167	181
Referrals	77	58	47	46	39	62	50	59	43	41	55	44
Status Inquiries	65	23	43	54	48	42	26	43	27	54	47	48
Systemwide Issues	38	37	18	70	9	10	9	32	20	12	6	13
User Setting Issues	22	15	10	12	7	10	7	17	10	9	14	15
Other Issues	3	3	6	3	6	8	8	11	9	8	8	3
Total Issues	**739**	**639**	**587**	**610**	**497**	**571**	**621**	**724**	**516**	**587**	**581**	**582**
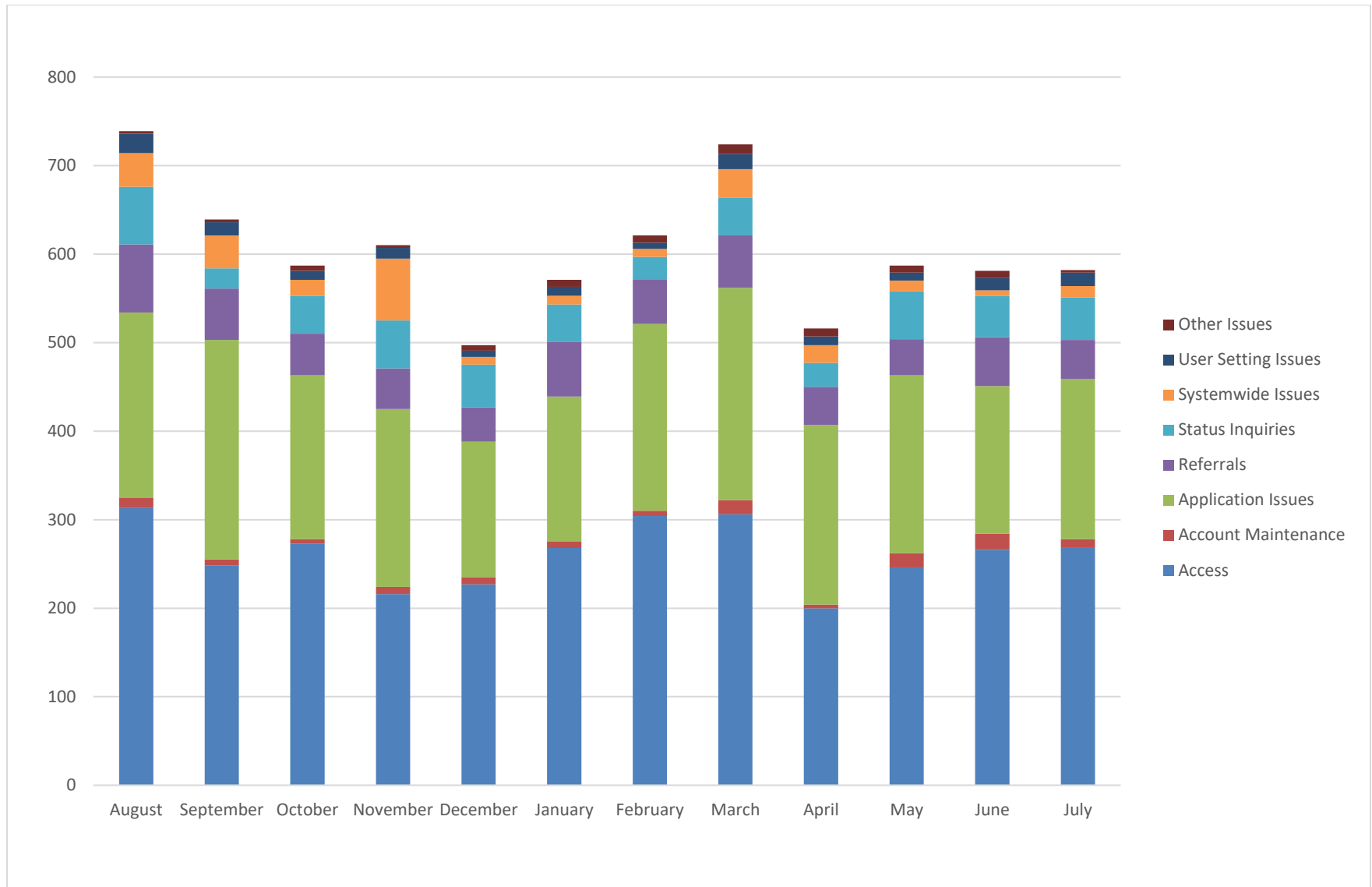
Agency/Public Issues

Agency issues: 296
Public issues: 286

Issues by Agency

Agency	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July
CBP	320	254	220	246	216	252	224	289	169	193	211	209
DLA				2	1	6	7	9	4	2	5	2
DOC	35	34	24	33	32	22	28	16	19	22	24	19
DODOIG				7	1	2	2	4	7	1	5	7
DOJ	9	11	60	16	6	7	32	28	13	16	8	12
EOUSA							21	23	11	16	10	20
EPA	147	121	112	120	103	106	106	125	114	111	126	113
FCC	11	14	11	8	8	16	8	12	15	14	13	16
FLRA	1	5	1	2	2	1	4	1	6	3	0	1
GSA	8	12	9	6	4	3	7	14	6	8	7	9
MSPB	5	4	2	4	3	2	6	2	1	3	2	4
NARA	5	4	6	9	5	12	8	3	5	5	3	4
NAVY	104	75	53	65	29	48	62	61	46	60	45	46
PBGC	2	8	0	3	2	4	2	0	4	4	2	8
SBA	12	22	17	20	14	14	21	17	13	22	12	12
SSA										2	13	13
USCIS	3	2	4	2	2	3	2	1	2	2	5	5
Unknown	77	73	66	67	69	73	81	119	81	103	90	90
Total Issues	**739**	**639**	**587**	**610**	**497**	**571**	**621**	**724**	**516**	**587**	**581**	**582**
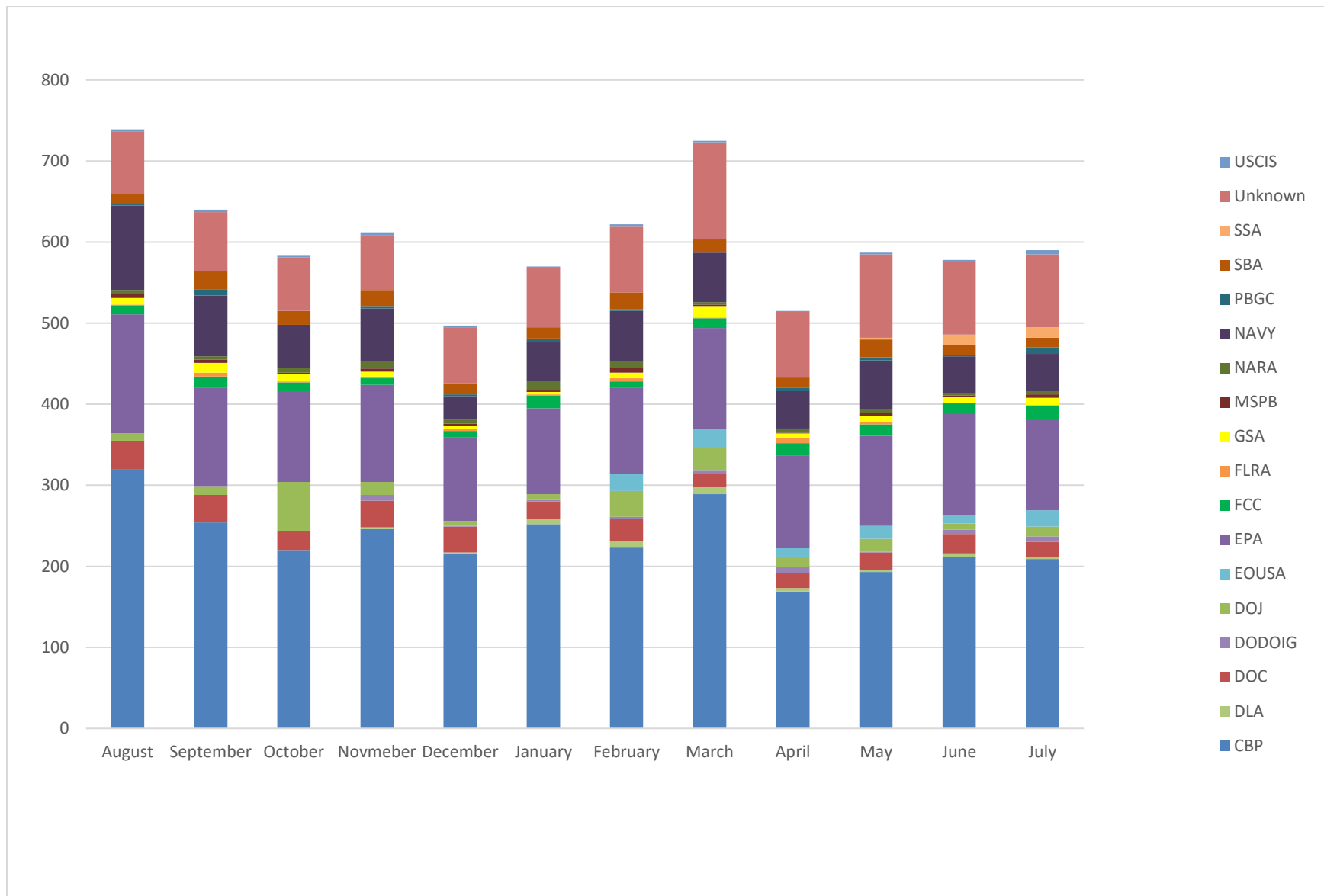
Top 10 Questions – July

Account Locked/Frozen/Forgot Password

Inquiry into status of FOIA Request

Retrieving records from requests

Changing e-mail on public account

Creating a new FOIA request

Cases stuck in reopening process

Errors when beginning closeout

Temprary Outages (no longer than 5 minutes)

Errors when printing requests

Alternate access method (PIV/CAC)

Activities

Communicated regarding SSA and DON reporting slowness and other FOIAonline behavior issues. Node restarts appeared to resolve the issues. An issue was reported where a FOIAonline search feature was causing outdated data to be shown in the search results. Workaround until a resolution is found is typically to run a custom report. There was a couple of temporary outages and slowness reported by the Helpdesk during the month.

Additional Statistic Information

In the month of July the Helpdesk opened 584 new FOIA incidents. Of those, 536 were resolved at the Tier 1 level (CSG), 45 were escalated (CGI), where 3 non escalated tickets were unresolved. Of the 45 escalated tickets in July, 37 of the tickets were resolved by CGI where 8 tickets were unresolved as of July 31st.

Opened FOIA Tickets	584
Tier One Resolved Tickets	536
Total Escalated Tickets	45
Total Resolved Escalations	37
Total Resolved	573
Unresolved Escalations	8
Unresolved Non Escalations	3